
ACCRETECH is one of the world's leading manufacturers of production equipment for the semiconductor industry and of systems for form and surface metrology. From our European headquarters in Munich, we serve the entire European market through a network of sales and customer service offices.

To support the Technical Support Team North Region at Coventry, UK, we are looking for a full-time (40h/week) position for the next possible date.

Customer Support Engineer (m/f/d)

Metrology

You can take responsibility for these tasks:

- Reporting to the Regional Director North Europe
- Annual Calibration & PM of SF&G (Surface, Form & Geometry) instruments
- Installation, Service, Breakdown & Customer Support – All Metrology products
- Taking ownership of customer training either at the customers site or at our Coventry Solution Centre
- Driving Metrology Measurement Service/ Training Contracts/ Packages
- Assisting other European Regions with Service support when necessary
- Working closely with colleagues in Germany & Japan to solve customer technical issues
- This role will involve significant travel around the North Region (UK, Ireland & Scandinavia) and occasional additional European & worldwide travel

This is what we expect from you:

- Suitable qualification and/or relevant experience in electrical/electronic or electro/ mechanical engineering required
- Solid mechanical understanding of machine tools and/ or metrology instruments and ability to carry out mechanical work to a high standard
- Demonstrate an enthusiasm in technical development and appreciation of measuring in microns!
- ACCRETECH products combine many different technologies, and so an interest in technology/science/physics, and the ability to learn and adapt is essential
- Preferable (not essential) to have experience in a Sales, Field Service, or Customer Facing position within engineering or manufacturing sectors
- Building and maintaining excellent customer relationships is an essential part of this role, and proven experience of dealing directly with demanding customers under pressure, and building great relationships would be advantageous
- Capable of working alone or as part of a team
- Willingness to travel throughout the UK, Ireland and Scandinavia, is essential
- You must hold a full UK driving licence, and have the legal right to work within the UK

What you can expect from us:

- This is a full-time unique opportunity for a self-motivated individual to join a dynamic team
- Competitive basic salary + annual performance bonus
- Company vehicle
- Private & business fuel
- 25 days personal holiday + bank holidays

We offer you a varied job in a highly motivated team, personal and professional development opportunities.

Are you interested? Then we look forward to receiving your detailed and complete application documents by e-mail, stating your desired salary and the earliest possible starting date.